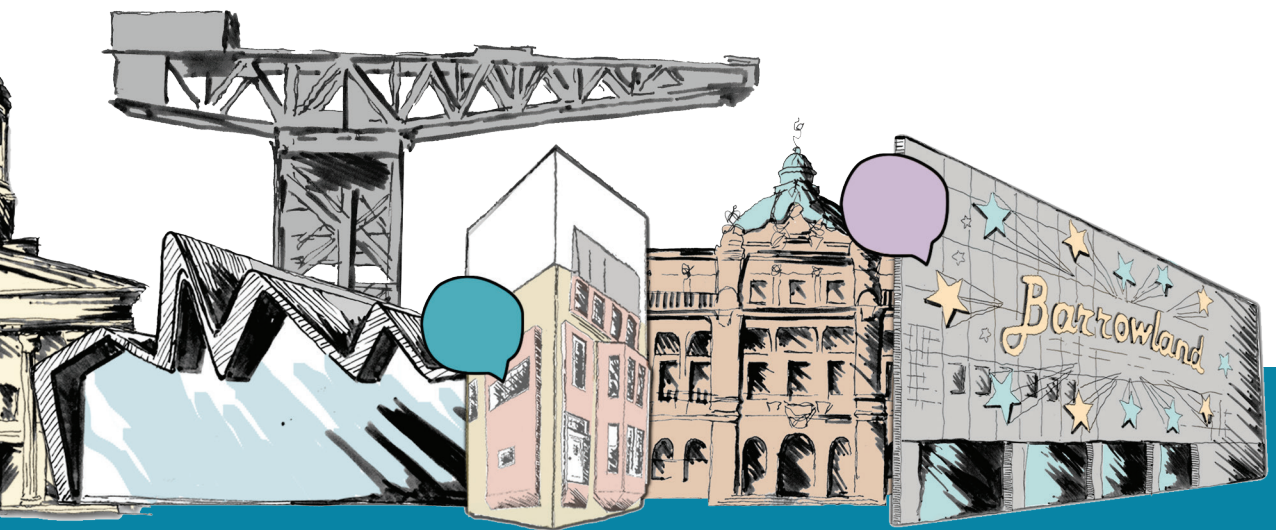




Book of Findings Summaries

November, 2015



"Using 'near-real-time' data to capture and communicate people's lived experiences"

Right Here Right Now 2015

Acknowledgements

The Right Here Right Now pilot study was supported by a number of people, including:

The Community Researchers

The Right Here Right Now stakeholders, from the Scottish Government, Glasgow City Council, NHS Greater Glasgow and Clyde and voluntary organisations, and other partner organisations and networks, who supported the study and helped generate some of the weekly questions

Representatives from the Glasgow Centre for Population Health and NHS Health Scotland, who tested the weekly questions to ensure they were clear and easy to respond to.

Support staff from the Right Here Right Now partner organisations, who helped to keep the pilot study running smoothly.



The **Right Here Right Now** pilot study is a collaborative project involving the Glasgow Centre for Population Health, NHS Health Scotland, MRC/CSO Social and Public Health Sciences Unit, University of Glasgow and the Institute of Design Innovation at the Glasgow School of Art.

Right Here Right Now was created to better understand how people in Glasgow respond to rapid social and economic changes. The aim was to establish an efficient means of collecting data on peoples' lived experiences on an on-going basis, and to analyse and disseminate this to decision-makers in as near to real-time as possible.

The **Right Here Right Now** pilot study ran for six months, from 5th May to 27th October 2015. During this time, we recruited 180 Community Researchers (CRs) using a combination of random and quota sampling. Each week, CRs were issued a series of short questions via email, SMS or post.

Questions came from various sources. Some questions were selected from a pool of questions developed in advance in the project which were associated with public health and social issues. Others were based on topical news stories or on the priorities of key stakeholders representing the Scottish Government, Glasgow City Council and other public bodies and third sector organisations.

Analysis of responses was undertaken each week, and summaries of the results were distributed to CRs and other stakeholders within two weeks of the question being issued.

Now that the pilot has ended, we are evaluating the effectiveness of the **Right Here Right Now** process.

Some of the key issues that we are exploring include the practicalities of recruiting a panel of CRs that is representative of Glasgow; maintaining CRs' engagement with weekly questions over the course of several months; the sustainability of providing rapid, ongoing data analysis; how decision-makers view real-time, lived experience data and whether it can be used within the normal decision-making time-frame.

We will also consider how **Right Here Right Now** might be continued on a larger scale based on the results of this evaluation.

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Section I. About Right Here Right Now

What was Right Here Right Now?

Right Here Right Now was a 6-month pilot study that was established to help us understand the issues that are important in people's lives and how various events and policies impact on people. The pilot study went live on the 5th May 2015 and operated until the end of October, 2015.

The aim of the pilot was to:

- test out a method for asking people living in Glasgow about their views and experiences on issues that affect their lives
- analyse responses in as near to 'real-time' as possible, and
- produce summary findings to report back to decision-makers quickly, in order to help them understand the things that are important to people and take appropriate action.

To inform the design of the study, extensive co-design workshops were carried out with decision-makers and over 150 members of the public. These explored options about the type and frequency of research questions we should ask and the preferred methods of data collection, to ensure the study was engaging, relevant and practical.

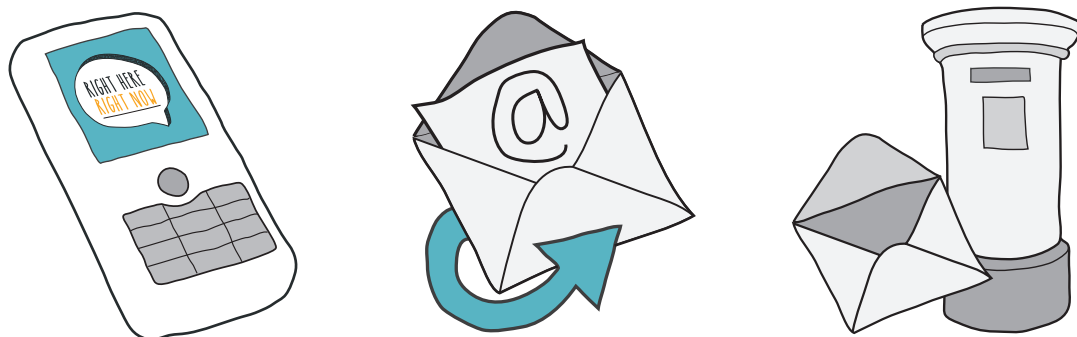
This booklet contains all of the summaries of responses to the 26 questions that we asked the **Right Here Right Now** Community Researchers over the course of the 6-month pilot project.

Who was involved?

We recruited 180 people to become our **Right Here Right Now** Community Researchers. Some were recruited at their homes, which were selected at random, while others were recruited at pop-up events in public places across the city. All of the Community Researchers are over 18 years old and live in Glasgow.

How did Community Researchers take part?

We wanted to make sure people could participate in a way that suited them and so we offered a choice of three methods of receiving questions: text message, email and post.



Email participants, and those with a smartphone, received a link to the **Right Here Right Now** website to answer questions online. Text participants received, and responded to, the questions by text message and postal respondents received a paper version and reply-paid envelope.

Questions were sent weekly and summaries of the findings posted on the website and sent to postal/text participants (as requested) two weeks after each question was issued.

The Questions

During the co-design phase of the project, members of the public were asked what form the questions should take. Some people preferred multiple choice and others preferred written questions. We sent out the first **Right Here Right Now** question on the 5th of May 2015 and the last one on the 27th of October 2015.

The **Right Here Right Now** questions were sent out in four parts:

Question 1: An introductory multiple choice question to help tailor the follow-up questions.


Questions 2 & 3: Open, follow-up questions asking for more detail about the response to question 1. People wanted a space to share how things made them feel and to provide ideas for improving things and overcoming challenges.

Question 4: An open question. There was a preference for engaging and fun questions, therefore we aimed to ask questions that could capture stories and help to illustrate Community Researchers' lived experiences.

These questions provided rich data and some powerful quotes from Community Researchers.

Answer question one by circling your preferred answer. Answer the questions reading left to right across the page, writing answers in the box provided.

Please Start here:



learning from
Glasgow

<div style="background-color: #008080; color: white; padding: 5px; text-align: center; font-weight: bold;">Question 1</div> <p>How long have you lived in Glasgow?</p> <p>(please circle one answer)</p> <p>A) Less than a year</p> <p>B) 1 - 5 years</p> <p>C) Over 5 years</p> <p>D) All my life</p>	<div style="background-color: #008080; color: white; padding: 5px; text-align: center; font-weight: bold;">Question 2</div> <p>If you answered A in Q1: What are your impressions of living in Glasgow so far?</p> <p>(please answer in the space below)</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div> <p>If you answered B, C or D in Q1: What does living in Glasgow mean to you?</p> <p>(please answer in the space below)</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>	<div style="background-color: #008080; color: white; padding: 5px; text-align: center; font-weight: bold;">Question 3</div> <p>If you answered B, C or D in Q1: What, if anything, would you like to change about Glasgow?</p> <p>(please answer in the space below)</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	<div style="background-color: #008080; color: white; padding: 5px; text-align: center; font-weight: bold;">Question 4</div> <p>For all: What items would you put in a time capsule to sum up what life is like in Glasgow today, and why would you choose these? (please answer in the space below)</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <p>Please tell us the date completed (dd/mm/yy): <input type="text"/> / <input type="text"/> / <input type="text"/></p> <div style="background-color: #008080; color: white; padding: 5px; text-align: center; font-weight: bold;">You are finished. Thank you!</div>
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Where did the questions come from?

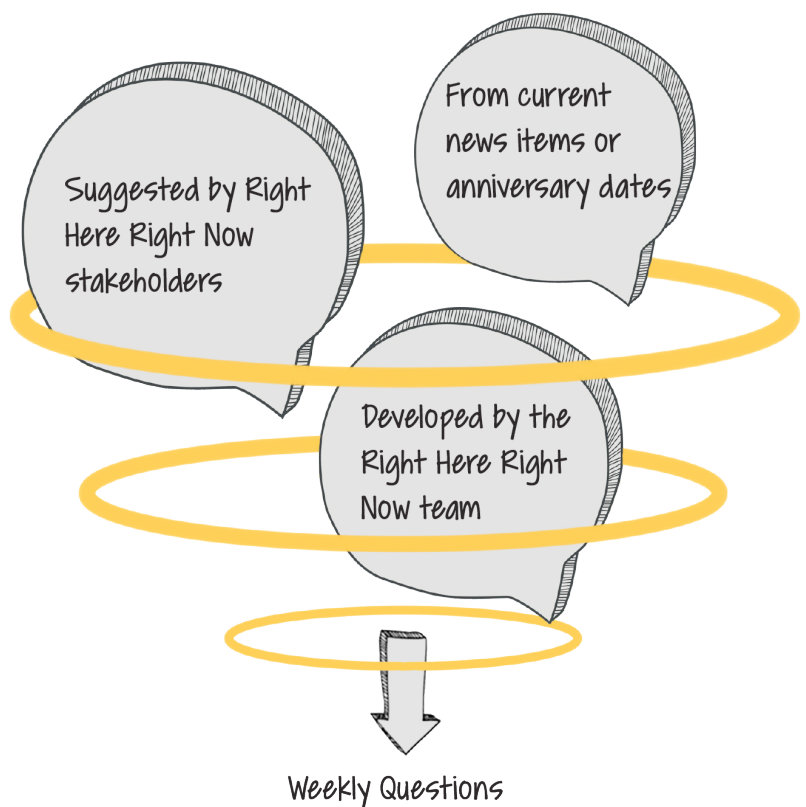
Over the course of the project we sent out questions that came from a range of different sources, including:

- requests from project stakeholders for questions based on their current priorities or areas of interest or on specific consultations. Stakeholders included representatives from the Scottish Government, Glasgow City Council, NHS Greater Glasgow and Clyde, voluntary and other partner organisations.
- topical news items and topics linked to specific calendar dates (such as World Blood Donation day)
- Questions drawn up by the **Right Here Right Now** team.

We've had feedback from Community Researchers telling us they were interested in being able to make a difference and valued the fact that their answers would be fed back to decision-makers....

"People should have the power to voice their views and decision makers should start giving us that voice."

Between 5th May and 27th October, 2015, 26 question sets were asked and over 1800 responses were received. The response rate to weekly questions varied from 43% to 60%. Section 2 presents the findings summaries of responses to each question.



Section 2. Findings Summaries



Learning from Glasgow

Theme: Heating

Summary of Findings

Tuesday 5th May

Dear Community Researcher,

How easy is it to keep your house warm?

The majority of you told us that you sometimes struggle or find it hard to heat your homes. There were a number of reasons given for this, such as:

- Poor insulation
- Badly performing heating systems
- High cost of fuels and energy

For some of you, struggling to maintain a warm home is a source of stress. In the words of one Community Researcher:

"...[it] makes me stress about money to try and find a way to keep the house warm."

For another, their health and mood can be affected:

"Sometimes it makes me feel as if I have asthma... which in turn makes me less motivated."

Those who told us they find it easy to keep their homes warm described how this has a positive impact on their health and well-being, with comments such as:

"...it goes some way to keeping me healthy and happy"

"It makes for a nicer home and better quality of life."

Summary of Findings

Dear Community Researcher,

In the last five years, what has been the biggest change in the population of your local area?

Last week, we were interested in learning more about how people feel the population of Glasgow has changed over the past few years.

For those of you who reported changes, the most common was a greater diversity in the ethnic backgrounds of people living in your local area.

Some of you also described how you have noticed a change in the number of languages that you hear spoken:

"...It just seems that there are numerous foreign languages heard around Glasgow - more so than ever"

"[I] believe that Glasgow now has far wider range of different nationalities in the area this is noticeable because of all the different languages you hear when out and about."

Some Community Researchers thought that this change has led to more interesting and diverse communities and a wider range of shops. On the other hand, some described more negative impacts mainly to do with problems of communication.

Other changes mentioned were increases in the number of people living in the local area or a change in the ages of people living there. For example, some of you described how there has been an increase in the number of students and young families:

"Lots of younger people due to the rise of the student population"

"I live in a new development which has gradually increased in size over the last five years, and will continue to do so for some time to come."

In contrast, some Community Researchers have not noticed any changes in the population of their local area. Most of you appear to be satisfied with this and told us that you would not like to see any changes, although a few commented that they would like to see more young families, foreign students and more ethnic diversity.

One Community Researcher highlighted the importance of 'community spirit':

"People that would be good neighbours and check in on people who live alone."

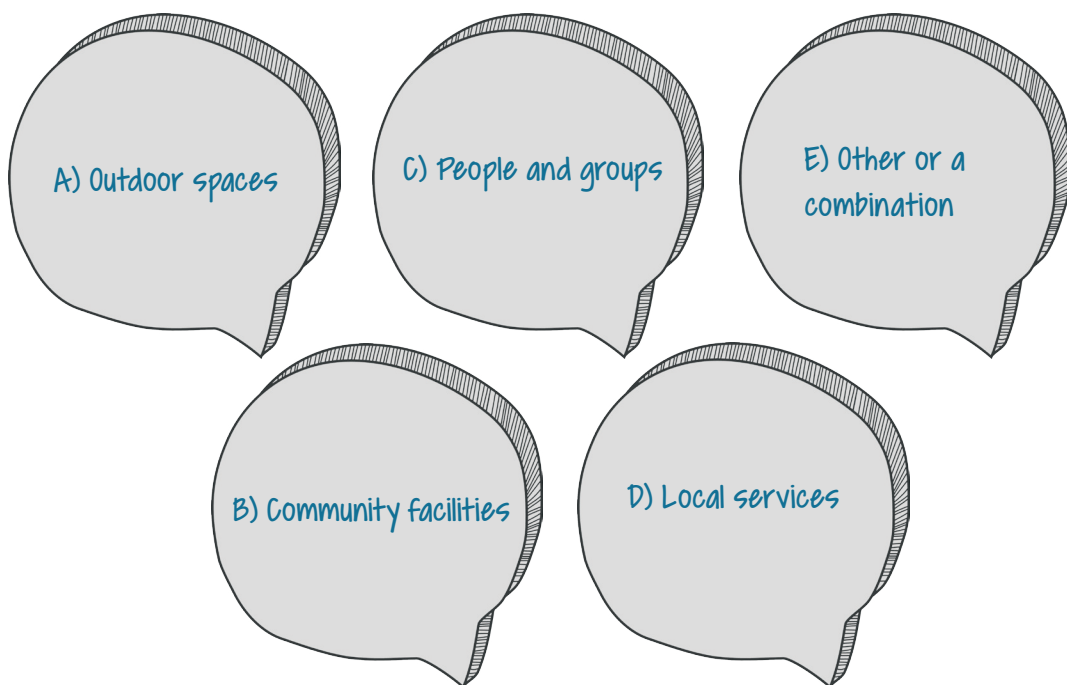
Finally, we also asked what you thought the population of your area would be like in five years' time. Some of you don't expect to see any change, while others think that there may be an increase in the number of people living in their area, and an "even more diverse and vibrant" population.

Thanks to all who answered this question. To learn more about the population of Glasgow, visit

<http://www.understandingglasgow.com/indicators/population/overview>

Dear Community Researcher,

Which of the following do you think is the best thing about your community?



This week, we were interested in the things that people value about their communities and how their local areas might be improved.

Many of our Community Researchers described how the best things about their community were parks and outdoor spaces, whilst others told us about transport services that make it easier to get around Glasgow:

"We have the most beautiful parks and outdoor spaces across the

community which are easy to reach and accessible."

"Public transport is excellent. Train station and bus station is within 5 mins from my house."

It was clear from your responses that these aspects of your communities are important for several reasons. For example, some described how outdoor spaces are used for a range of activities that support leisure and health, such as playing sports and walking, as well

as helping to create a sense of community:

"When people have places to gather it gives them a sense of ownership to their city."

Indeed there were many comments about the importance of community and the role of services and facilities in helping communities to flourish:

"good social services equates to people, young and old, feel part of a happy and progressive area."

"it's important to people to have community centres."

One Community Researcher described the benefits of libraries in opening up opportunities:

"I found the libraries a great source of information of some things that were on offer. I became a volunteer Walkleader. I found out that the libraries ran computer courses and now I'm attempting my ECDL."

Several of you also commented on the range of leisure facilities available in your communities, as well as local amenities such as shops and restaurants. These local services and amenities were viewed as important for increasing wellbeing and enjoyment of the surroundings:

"Lots of Glasgow club sports facilities in the surrounding area offering affordable opportunities to exercise and be healthy."

"There are lots of friendly coffee and tea shops nearby.... The local services facilitate social gatherings and events which are vital to the atmosphere and enjoyment of the city."

Finally, we also asked Community Researchers what changes they would like to see in their local communities. A lot of comments centred around local areas being better maintained. For some, this also extended to people themselves having more respect for their communities, for example, "More pride in the appearance of the streets". Others told us that they would like more services and activities available to people of all ages in their local area, ranging from, "...more play spaces and local programmes for children and young people..." to "more activities and classes for the elderly population to attend...".

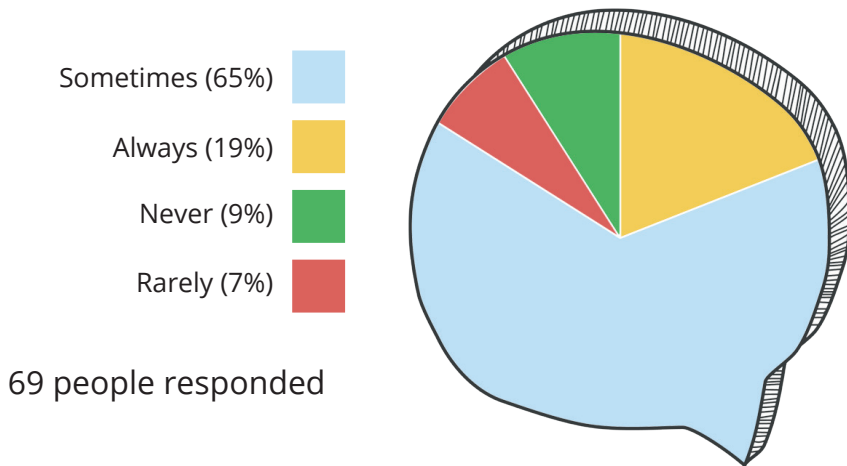
Many thanks to all Community Researchers who took the time to answer this question.

To learn more about other people's views and experiences of how the strength of communities can be drawn upon, please watch this short film in which Alice from the east end of Greenock talks about her life and growing up in the area. Go to

<http://www.spokenword.ac.uk/repository/repos-fs/gcu/a0/b2/gcu-a0b2h3-a.mp4>.

Dear Community Researcher,

This is national walking month.
How often do you walk to the places you need to go to?



As last week was National Walking Week, we were interested in people's experiences of walking in Glasgow. The majority of you told us that you either always or sometimes walk to the places that you need to go. Many of you also described how much you enjoy walking through Glasgow, and how you often choose to do so as a form of exercise.

"If my destination is within walking distance then I prefer to walk. Also, it's good exercise and keeps me fitter."

There were also a few Community Researchers who described how walking is often preferable to taking other forms of travel, such as public transport:

"I enjoy walking through the city and it is cheaper than paying for petrol. Also the price of the subway keeps going up and up!"

Of course, there were also some circumstances in which people chose not to walk.

From the responses that we collected, these were largely practical issues such as the distance required to travel and the weather conditions:

"I walk as long as it is practical to do so. If the distance is more than I can walk in my available time, or the weather unpleasant, I drive instead."

The majority of you also told us how easy you find it to walk around Glasgow, in part due to the number of footpaths and crossings across the city.

"It is a very walkable city, with plenty of green space and safe paths. The beautiful architecture makes it worthwhile walking, as it gives you time to look at it."

Some of you, however, did describe some problems that make it less easy to walk in Glasgow, such as poorly maintained roads and pavements. In addition, there were some Community Researchers who told us that they were not able to walk as a result of a disability or mobility problems.

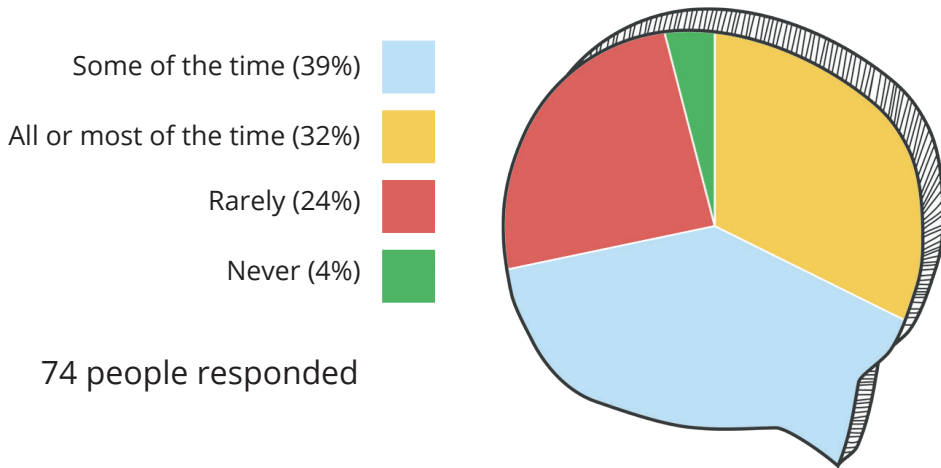
Finally, we also asked about your favourite places in Glasgow. The west end of the city appears to be especially popular among Community Researchers, as do the many parks located throughout the city.

"I'm happy to walk anywhere but I love the parks. I am particularly fond of Bellahouston, Pollok Estate and Pollokshields. I think it's because I know them so well and I enjoy seeing the changing seasons."

Summary of Findings

Dear Community Researcher,

In the last few weeks, how often have you experienced stress?



Many of you told us that you had experienced stress over the last few weeks, and some of the most commonly reported causes of stress included issues around work, family and relationships.

For example, one Community Researcher described how it was the “pressure of work and illness in family” that caused them the most stress, whilst another described a “change of workplace and higher than normal workload.” You also told us about how stress has been affecting you over the last

few weeks. For some of you, the effects of stress were physical, and led to sleeplessness, headaches and feeling unwell. However, many of you also told us how stress has had a negative impact on your moods, and led to feelings of anxiety and irritability.

One Community Researcher described how they felt “restless and irritable.” For some of you, stress also left you feeling withdrawn and wanting to be by yourself.

"It affected my moods and stopped me from exercising and enjoying other activities that I might otherwise be doing."

"Makes me feel overwhelmed and exhausted. I can be a bit grumpy at times and a bit withdrawn."

Some of you were luckier in that the last few weeks have been relatively stress-free. Reasons given for this included: being retired; engaging in recreational activities; spending time with friends; and maintaining a positive outlook.

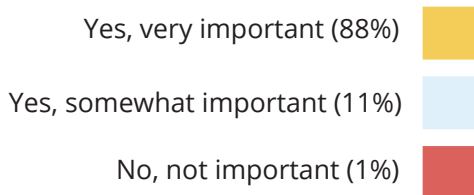
For example, one Community Researcher described how, "yoga, t'ai chi, and walking help me to de-stress, and put things into perspective," whilst another commented that "seeing friends and exercising help when I am stressed".

Finally, we also asked Community Researchers to describe how they had coped with a recent challenge. While some of you took a very practical approach, others described turning to work colleagues, friends and family for support:

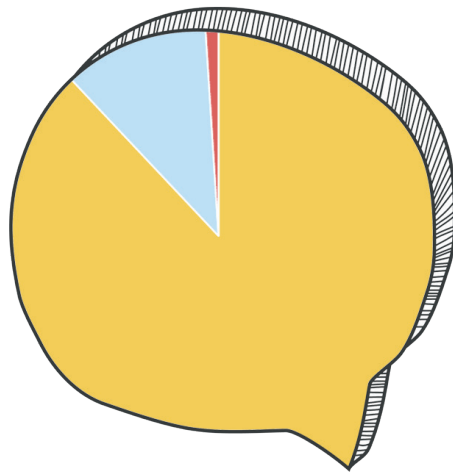
"My boyfriend is incredibly supportive... I have also kept myself busy with my social life and have been making a point of contacting friends I had fallen out of touch with."

"I sought advice from my line manager, and remained calm while I worked through the situation"

Dear Community Researcher,
Is family important to you?



74 people responded



The majority of you told us that family is very important to you and described ways in which family contributes to your lives, such as providing unqualified support, love, trust and loyalty, as well as shared experiences.

"family is the most important thing in life"

Some spoke about being able to rely on one another while another Community Researcher found family a source of "happiness, security and comfort". For some of you, the sense of belonging you feel and shared history is important

in providing a firm basis for "everything else in your life". One Community Researcher commented that:

"Support structure and bond...being part of a unit"

"It [family] is part of my heritage and very important..."

The feeling of belonging has also been a factor in contributing to your overall health and wellbeing:

"..... provide me with stability and focus which helps drive me forward"

"They keep me in touch with myself"

"They keep me sane"

For some whose families are far away or widely dispersed, being in contact and sharing some time with family is valued, and although not in constant contact with family, one Community Researcher values the knowledge that "they are there if I really need them".

Support you provide to family

You also described the many and varied ways in which you provide support to other family members, including practically, emotionally, providing general advice and guidance and, in a lot of cases, financial support and childcare.

This intergenerational support works in a number of ways from helping and supporting younger family members, older relatives or both. For one Community Researcher, the support spanned generations:

"Financial support, care arrangements, babysitting, emotional support, advice, chauffeur, shopping, power of attorney, gardening"

It was notable how many of you said you provided financial support to family, in some cases as a result

of current economic conditions:

"I help my family often in the present recession..... with food, rent, electricity and gas and council tax. I am on state pension and I also find it hard to cope with it"

"give financial support to my sister who has three dependent children and her husband out of work"

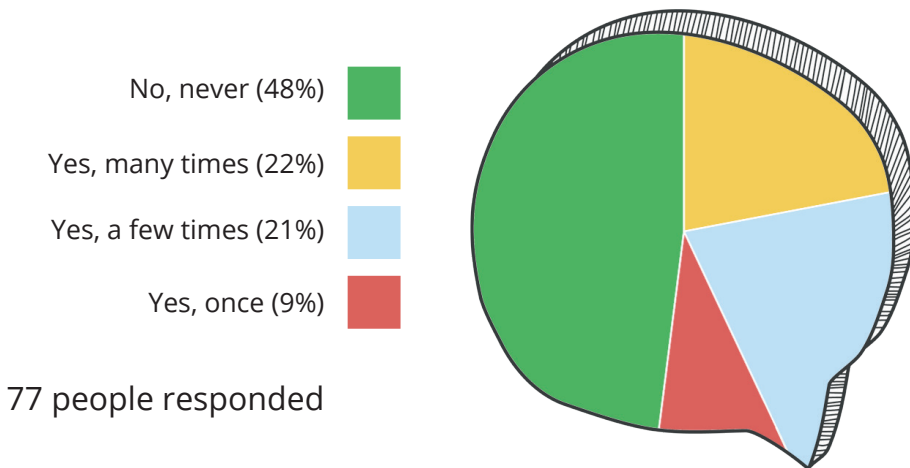
Finally, you told us about your memorable occasions spent with family which included the fun of family holidays and get-togethers, the joy of raising children, sharing daily family meals, and working together on projects. One Community Researcher described an occasion when the family pooled their skills and strengths to renovate a property and create a home:

"together we made our empty flat a home"

For some of you, there were sad memories of bereavement or facing challenges, but these were somewhat eased by having been shared with other family members.

Dear Community Researcher,

Sunday was World Blood Donation day.
Have you ever given blood?



The majority of you told us that you have never given blood. The main reasons for this were either: (a) you hadn't really thought about it, (b) fear of needles, blood, or contracting an illness, (c) health issues or (d) ineligibility (e.g. because of sexual orientation).

For those Community Researchers who hadn't thought about it or didn't have time, being able to donate in more convenient locations and receiving information or reminders were mentioned as possible motivating factors:

"I would give blood if I were told exactly where and when it was to be taken"

"A local donation centre. Glasgow city centre is not easily accessible for me"

Indeed, many of you who reported giving blood 'many times' or 'sometimes' also suggested the need for more information and promotion of the benefits of blood donation as a means of encouraging others:

"I think more publicity would help. If people could see the "BEFORE AND AFTER" of the procedures and the benefits..."

"Improve accessibility. Advertise what is involved"

The need for more information was particularly highlighted by the Community Researchers who spoke about a fear of donating blood and said they would only consider it if they had assurances “from a medical professional” that it would not be harmful to them.

In the case of those who’ve given blood many times, the main motivations were a sense of civic duty, recognition of the benefits to others and of the possibility that they themselves, or their families, may need blood in the future:

"public duty to help fellow beings"

"To help others and hopefully save lives. I don't see it as an effort and feel everyone who can, should give blood"

"I am healthy and wanted to assist others as you never know when you or family may need help"

Other people were motivated by the feel-good factor of having done a good deed, the fact that it’s easy and painless or that they have a rare blood type which is in demand:

"You feel great about yourself afterwards and then can do some high street shopping without feeling guilt"

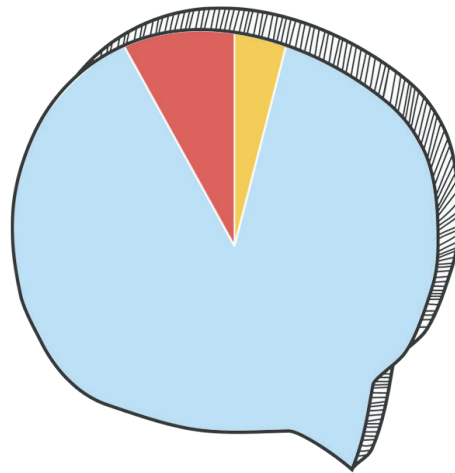
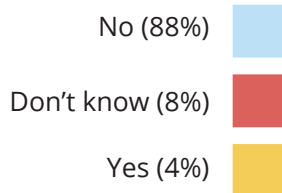
"...because it would help ..., and it's not hard or painful to do"

Finally, many of you told us about experiences you or your family had of giving or receiving blood (and platelets), and one Community Researcher described donating as “a life-saving and life-giving service”.

For information on local blood donation sessions, click on the link and enter your postcode <https://www.scotblood.co.uk/about-us.aspx>

Dear Community Researcher,

Do you think smoking should be allowed in cars carrying children?



78 people responded

Last week, we were interested in learning about people's views on smoking in cars carrying children. With this in mind, we asked our Community Researchers, "do you think smoking in cars carrying children should be allowed"?

The majority of you told us that smoking should not be allowed in cars carrying children, primarily due to the harmful effects that second hand smoke can have on children's health.

"There is evidence to show that second hand smoke is not good for you, therefore I don't think it should be allowed to smoke in a car with

anyone in it, never mind children."

"It poses very serious health risks to both the child and the smoker. Smoking in a confined space makes it even worse and children are even more likely to be affected than adults."

Some of you went further and described how smoking should not be allowed in any space where children may be exposed to second hand smoke. For example, one Community Researcher argued that, "smoking near children should not be allowed anywhere and definitely not in the confined space of a car".

Another thought that a ban on smoking in cars carrying children would be in keeping with existing laws that prohibit smoking in public spaces:

"I do not see the point in banning smoking in bars, shops, hospitals etc. if children are still to be driven around in cars filled with smoke."

On the other hand, a few Community Researchers either thought that smoking in cars should be allowed, or were undecided on the matter. One reason given for these views is that the state should not have such a degree of control over individuals' behaviour:

"People who have children in their care should take reasonable steps to protect them and if they don't (within reason) it is not for the police to intervene."

"I don't really think it's for the state to decide whether individuals can smoke in their own space..."

We also asked our Community Researchers their views on the impacts that a ban on smoking in cars carrying children would have. The most common response was that such a ban would have a positive effect on children's health, and would reduce the incidence of illnesses associated with inhaling second hand smoke.

"The banning of smoking in cars carrying children would almost certainly have a long term benefit on health and would most certainly have no negative impact."

Some Community Researchers also felt that a ban on smoking in cars

carrying children would reduce the number of children who go on to take up smoking:

"If children do not see drivers smoking in the car they might regard it as being more of an antisocial thing. The less children see adults smoking they are bound to find it less appealing. Young children seeing their parents smoke are more likely to think that it is an "ok" thing to do."

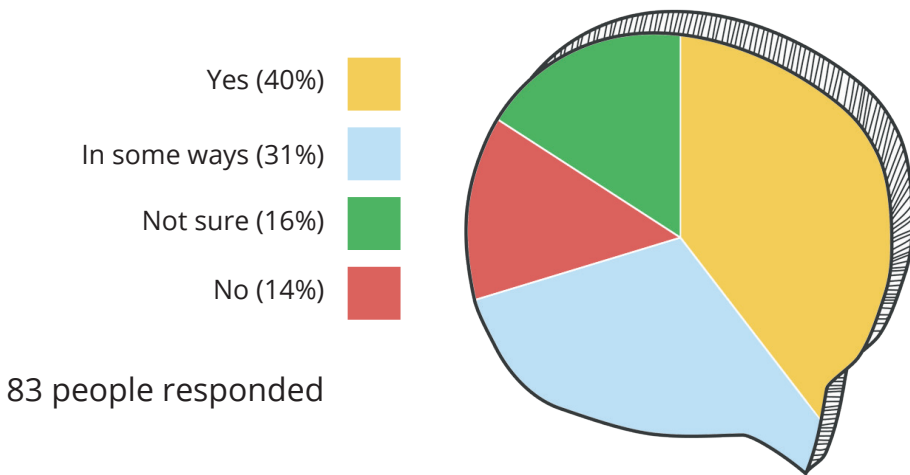
On the other hand, several Community Researchers expressed doubt as to whether it would be feasible to uphold such a ban. These Community Researchers suggested that it would be difficult for the police to enforce a ban, and that people may choose to ignore it.

Finally, we also asked our Community Researchers what they thought would be the best methods for reducing smoking. Some of the most common suggestions included imposing higher taxation on cigarettes, and making them more expensive to buy. Moreover, some Community Researchers went further and suggested that tobacco products ought to be banned outright. Another popular approach was greater regulations around when and where individuals are allowed to smoke.

"Continuing to restrict smoking areas, and also stronger sanctions on breaking these restrictions. I think it should be entirely unacceptable to even consider smoking in a non-smoking area and more should be done to enforce non-smoking areas."

Dear Community Researcher,

Is Glasgow a good place to grow old?



As Glasgow has recently joined the World Health Organisation's Age Friendly City programme, we were interested in Community Researchers' views on what life is like for older people in Glasgow.

Many of you described how the range of groups and activities that are available to older people in Glasgow make the city a good place to grow old.

"Glasgow has many activities, groups, support groups available. Provided you are able and willing you can join groups and make friends, but its knowing where to and how to access them."

You also told us how local services make Glasgow a good place to grow old. Several Community Researchers described how public transport links make it possible for older people to get around the city, and how this is made affordable through bus passes and other travel concessions. Others referred to the healthcare services that are available to support older people living in Glasgow.

"National Health Service in Scotland is generally good-Glasgow is served by several good hospitals."

On the other hand, a few of you felt you would rather grow old in more

rural areas, rather than in a city like Glasgow.

"Cities in general aren't great for the elderly. Too crowded but so impersonal, polluted and noisy...the countryside is far better, quiet, communal, friendly and good air."

In terms of how Glasgow could be a better place to grow old in, your suggestions concerned ensuring that older people are socially included, and that there are opportunities to take part in activities. Some Community Researchers also told us how important it is to advertise these opportunities to ensure that older people know that they are available:

"...I do worry about older people being left on their own without contact with others - so something to stop this would be good."

"More information provided to encourage older people to join in activities, preferably local and easy to get to."

Other suggestions included providing information and advice on the services that are available to support older people. Some Community Researchers also suggested that more could be done to help older people access services or manage daily activities such as shopping, whilst others described

the importance of improving residential care facilities.

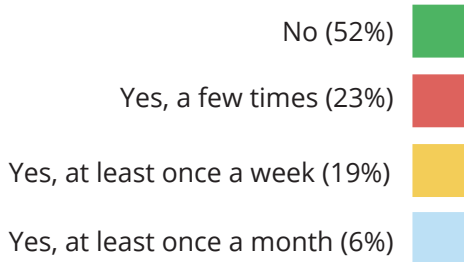
Finally, you shared your views on the impact of an ageing population in Glasgow. Many of you felt this would place additional strain on various social and health services, whilst others predicted that it could have positive impacts on Glasgow, such as a wider range of services and activities being made available to older people.

Many thanks to all of the Community Researchers who took the time to answer this week's questions. For more information and advice on ageing, please see:

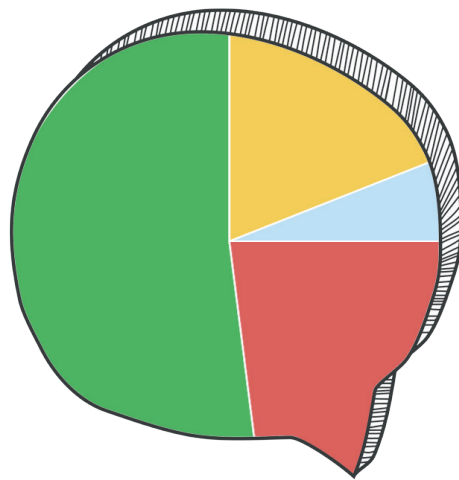
<http://www.ageuk.org.uk/scotland/> or call Silver Line Scotland on 0800 4 70 80 90.

Dear Community Researcher,

Over the last year, have you volunteered or given your time (unpaid) to help any clubs, charities, campaigns or organisations?



79 people responded



This week, we were interested in learning about Community Researcher's experiences and views of volunteering.

Many of you told us you've volunteered in a number of ways over the past year, ranging from helping out at charity events and coaching rugby clubs, to volunteering with theatre groups and a food bank.

"I was a Clyde-sider at the Glasgow 2014 Commonwealth Games. Based in the Athlete's Village, I provided support to delegations from around the world... I was also delighted to visit local primary schools in my Clyde-

sider red and grey to talk about the Games."

"I make regular contributions to the Glasgow music scene free of charge as I think it's important to support local bands and artists and ensure we have a thriving musical community in the city."

Community Researchers also described the benefits that come from volunteering, in particular feelings of enjoyment, reward and pride. Other benefits listed by Community Researchers include meeting new people, developing new skills and making a contribution to society.

Some of you, however, said you haven't been able to volunteer recently. The most common reason given was a lack of time, often due to work and family commitments. For others, poor health was the main reason. Many of those who don't volunteer said they would like to do so in the future, providing that they have enough time, or that they could see a benefit in doing so.

"Maybe, depends if it's beneficial for my career or if it's something I believe worth doing."

Finally, we also asked whether you felt that volunteering was exploitative. Some Community Researchers thought that volunteering is not exploitative for the most part, due to the fact that volunteers have a choice in whether or not they give up their time. Others also mentioned the benefits that individuals receive from volunteering, such as meeting new people and improving their employability.

"I am doing something I enjoy. I get more out of volunteering than I give. I enjoy meeting people and interacting with them. You can gain knowledge from just talking to others, and learn from others' experiences."

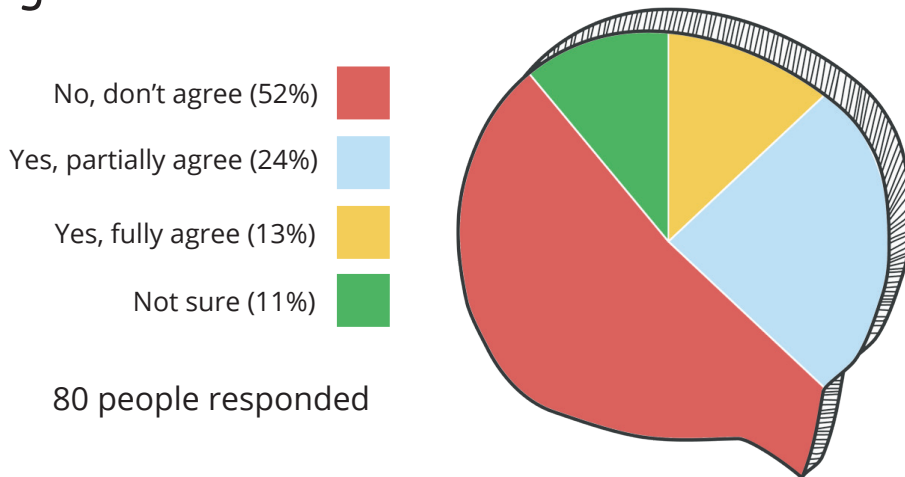
On the other hand, some of you felt that volunteering could be exploitative under certain

conditions. In particular, several Community Researchers raised issues around volunteering being used to replace paid staff.

"If you are doing a job that would not be able to be staffed for a good cause then that is not exploitative, if you are doing a job that could be paid but the company chooses not to pay you even though it could then that would be exploitation"

Dear Community Researcher,

The UK Government announced plans to limit tax credits paid to families with children and people on low income. Do you agree with this?



We were interested in learning about Community Researchers' views on this year's Summer Budget, which detailed plans to limit tax credits paid to families with children and people on low incomes.

The majority of Community Researchers disagreed with the changes to tax credits, arguing that these reforms are likely to cause an increase in poverty and widen income inequalities.

"...the poorer in our society are often bearing a disproportionate burden financially, and widens the gap between rich and poor in our society."

In particular, there were concerns about an increase in levels of child poverty, and a negative impact on families' health and quality of life.

"It will severely limit the health and wellbeing of children and will force parents to make impossible choices about how to spend their limited income."

On the other hand, several Community Researchers agreed with these changes and felt that the current tax credit system was unfair. One reason for this was a feeling that some individuals, who are either unemployed or work part time and receive tax credits, may

receive a higher income than those who work full time.

"I'm all for helping struggling families, however I do believe we are at a stage now where benefits are far too generous. It seems unthinkable to have people better off not working than working."

There was also a belief that the current welfare system was open to abuse, and that individuals should assume a greater level of personal responsibility in managing their income.

"...people can also abuse the system by working out how many hours they can work a week to still receive benefits...we should be encouraging people to work and not limit their working hours just so they can get more money."

"There needs to be a balance between personal responsibility and state support."

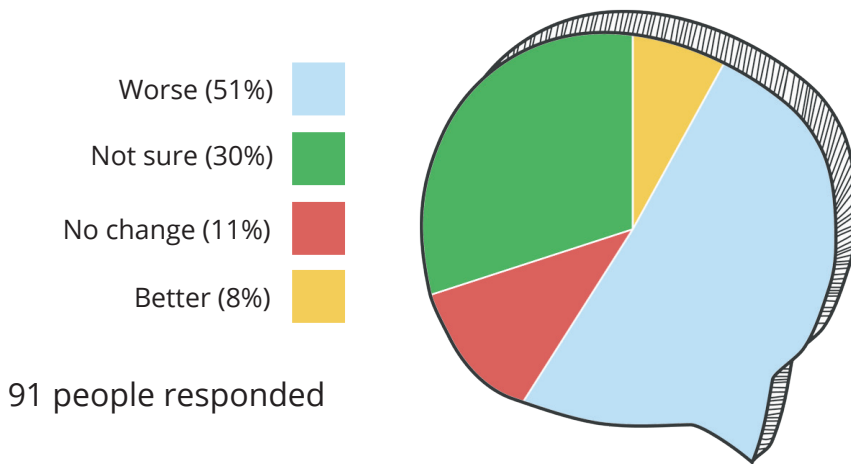
Finally, we also asked you what advice you would give to the Government regarding helping people on low incomes. Some of the most common suggestions included introducing a living wage, providing free childcare, focusing on job creation and taxing wealthier individuals and corporations.

"Make sure firms pay a decent wage, and increase the starting rate for paying tax to allow more money in pay packets."

"Create more jobs, understand the need for unpaid childcare to allow parents to work."

Dear Community Researcher,

Do you think the quality of jobs has become better or worse in the last 5 years?



This week, we asked whether the quality of jobs has changed over the past five years.

Many of you felt that the quality of jobs has declined in recent years, due to factors such as a fall in the overall number of jobs available and an increase in low-skilled work.

"Many of my friends and colleagues, fellow art graduates and now practicing artists, can no longer get jobs that enable them to pursue their careers. They end up in minimum wage service jobs."

"I have been looking for jobs and I can't find anything. It's very frustrating"

Community Researchers also described how low pay, fewer job benefits, zero-hour contracts and a lack of training opportunities had also contributed to a decline in the quality of jobs available.

On the other hand, one Community Researcher described how there has recently been an increase in the number of jobs available in their area:

"I think there has been more jobs in this area as there are more developments at the Glasgow Fort with an increase of shops, therefore creating more jobs."

You also told us about what makes for a good job. Among the most common responses that we received were that good jobs are well paid, satisfying and enjoyable. Other features of good jobs included being valued at work, having a sense of job security and having opportunities to develop your skills. Many of you also highlighted the importance of positive workplace conditions. This included having good bosses and management, as well as a friendly working environment.

"Somewhere people recognise your abilities and encourage advancement, respect your views pay a decent salary and acknowledge your input."

"Hours to suit people's lifestyle and a decent hourly wage with yearly wage increases to tie in line with the cost of everyday living i.e. food, electricity, gas etc."

Finally, we also asked Community Researchers how they thought that health and wellbeing could be improved through work. Many of the suggestions that we received

involved reducing workplace stress and promoting a healthier work-life balance. Some Community Researchers suggested that this could be achieved by ensuring that workloads are manageable, whilst others stressed the importance of reasonable working hours.

"There needs to be a work/ life balance. This would include systems developed by employer to ensure work tasks are achievable..."

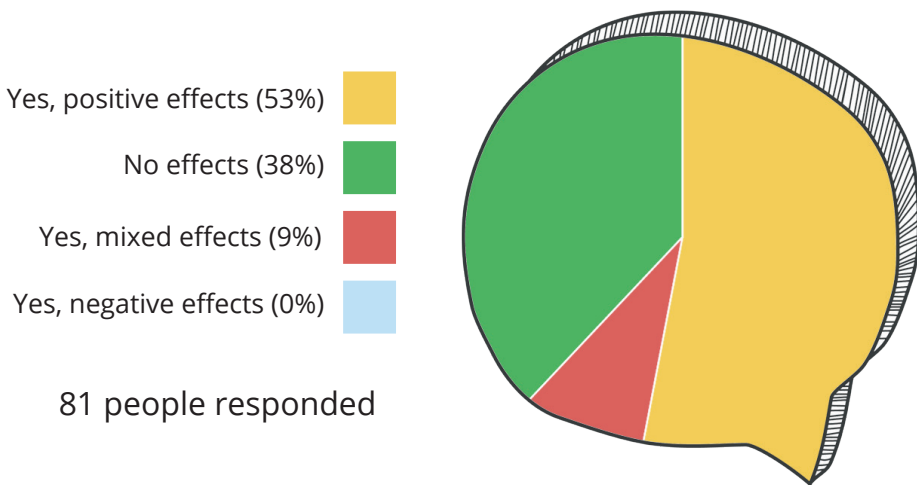
"Create more jobs, understand the need for unpaid childcare to allow parents to work."

Other proposals included paying employees a sufficient wage, and employers actively promoting health and wellbeing within the workplace. As one Community Researcher suggested,

"I think workplaces could help by subsidising healthy living incentives such as healthy lunches, or initiatives that encourage employees to take part in exercise, such as running club or football team."

Dear Community Researcher,

It's one year on from the Glasgow Commonwealth Games.
Did the games have any lasting effects on you?



Photograph taken by a Community Researcher in George Square

On the anniversary of the 2014 Commonwealth Games in Glasgow, we were interested in people's views on the impact of the Games.

Most of you thought the Games have had a positive impact. For example, some Community Researchers described how they enjoyed the positive atmosphere that the Games created in Glasgow, whilst others told us that they felt a sense of pride for how Glasgow had hosted the games.

"Still feel a sense of pride and achievement that the games generated."



Photograph taken by a Community Researcher whilst attending the rugby 7's event at Ibrox stadium.

"Felt very proud of our city, kindness and hard work from volunteers, local business and general public. There was such a buzz and happiness from visitors and local people."

You also noted improvements in the range of sports and leisure facilities available in Glasgow. One Community Researcher for example noted the, *"great facilities for budding athletes to use"*. Similarly, some of you described how the Games have encouraged more people in Glasgow to become interested in sport and increase their levels of physical activity:

"We have increased our participation and interest in sport and have gone to parts of the city for leisure experiences that we hadn't before."

Many of you also commented on the regeneration that occurred in several areas of Glasgow as a result of the Games, with some responses highlighting the housing developments specifically:

"...the athletes' village has provided affordable housing."

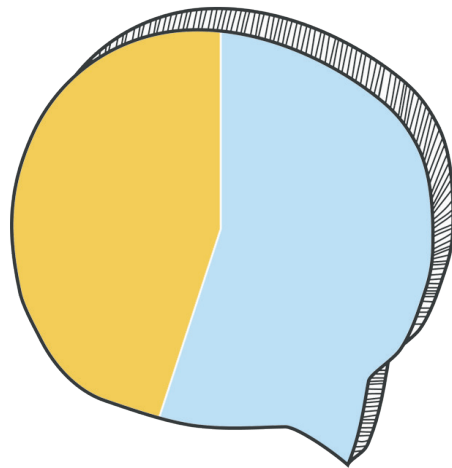
On the other hand, some Community Researchers told us that the games have not had any impact on them personally, or on Glasgow.

Community Researchers also shared their memories of the Games, which ranged from attending the Royal Scottish National Orchestra concert, seeing the Queen's baton relay and enjoying the atmosphere that the Games brought to the city, to frustration over the increase in traffic. Many of you also described watching specific events, either at home, on public screens or by attending an event in person.

Dear Community Researcher,

Have you, or someone you know, experienced discrimination or prejudice while living in Glasgow?

No (55%)
Yes (45%)



71 people responded

More than half of Community Researchers said they or someone they know had not experienced discrimination, but some had witnessed it against others. Instances of direct discrimination included:

"I have neighbours who are Asian ... their children describe having doors closed whilst trick or treating at Halloween"

"I have seen friends...as they are gay... shouted at in the street and funny looks"

Disability was also mentioned as a reason behind discrimination with

one account of being "refused access to shops, ...unable to access certain further education colleges".

Where discrimination was witnessed, the main forms were racism (mainly against Asian and Eastern European people); sectarianism (related to football and general bigotry) and homophobia. One Community Researcher noticed discrimination against homeless people in that they are largely ignored and discounted.

Workplace discrimination

A number of you described instances of discrimination in the workplace, including discrimination

on the grounds of mental health and gender:

"I have experienced people discriminating against others with mental health issues in the workplace"

"I am aware of sexual discrimination affecting my family that is highly prevalent in employment and is institutionalised in some organisations"

For some, the workplace was also the site of religious and racially-motivated discrimination:

"I have been the subject of religious discrimination in employment over the years but I do not believe it is as prevalent or bad as it was in the past"

"I have friends who have been discriminated due to their colour - no job interviews despite meeting the person spec"

"female customer came to her door with a box of soap powder and told me to wash the colour of my skin"

One Community Researcher thought that employers have a responsibility to put more robust equality policies in place.

Effects of discrimination

Some of you described feeling anger, disappointment and disbelief that these types of discrimination are still happening. More direct effects were described by other Community Researchers:

"At different times it makes you feel unwelcome, unsafe and somehow a lesser person"

Asked whether you think discrimination and prejudice are problems for Glasgow, the general view was that while it is still a problem, it is not confined to Glasgow:

"Yes still sectarian abuse in Glasgow but i wouldnt say Glasgow is any worse for other discrimination than anywhere else"

Finally, we asked your views about what more could be done to tackle discrimination and prejudice. Most of you thought there is a need for education and awareness-raising to highlight the "destructive nature" of it, and to make people aware of the customs and cultures of other nationalities.

Many of you also recommended more strategies to encourage inclusion and mutual understanding, including community-led events, and political intervention:

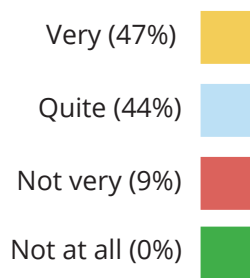
"manage the impact of immigration... both for the benefit of the local communities affected and for the immigrants themselves"

One Community Researcher observed that not all sections of society are represented at political level and wondered

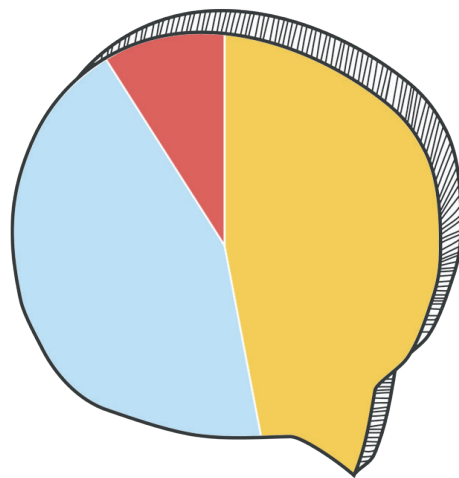
"who is our leading disabled politician in Scotland?"

Dear Community Researcher,

So far, we've asked questions on topics such as jobs and wellbeing. How important to you are the issues we're asking about?



68 people responded



This week we were interested in learning more about Community Researchers' views on the topics that we have asked about so far during the Right Here Right Now pilot project.

The majority of you told us that you consider the issues that we've raised so far to be important. For many, this is because the topics covered are important to everyday life and have a significant impact on our health and wellbeing.

"They cover all the important points of life, health, work, wellbeing."

"It's the real things that affect me."

Others commented on how taking part in Right Here Right Now as a Community Researcher is important to them because it provides an opportunity to share their views and make their opinions known.

"I think that ordinary people are not listened to enough. It's good to have a place where people can comment on things that matter to them."

We also received a wide variety of topic suggestions for future questions, such as immigration, crime and safety and education.

Issues around health featured heavily among some responses, and several Community Researchers suggested asking questions about mental health and NHS healthcare services in particular.

Other suggestions revolved around the economy, including the cost of living and employment. One Community Researcher in particular was concerned about the job prospects for younger people:

"The biggest issue as far as I am concerned is jobs, particularly for young people. It seems to me that clever youngsters leaving colleges and Universities with expectations are being badly let down in the jobs market."

Finally, we also asked how the questions for Right Here Right Now should be decided. Many of you told us that the questions should be based on current events, whilst others suggested that members of the public should decide which questions are asked:

"I think it's important to ask the people of the community what is important to ask.... People should have the power to voice their views and decision makers should start giving us that voice."

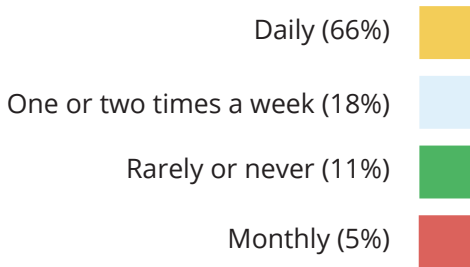
"Just by asking local folk what they think is important to them and how we can help shape the future."

One Community Researcher agreed that the public should have an input into the questions that are asked, but also felt that some professional groups should contribute:

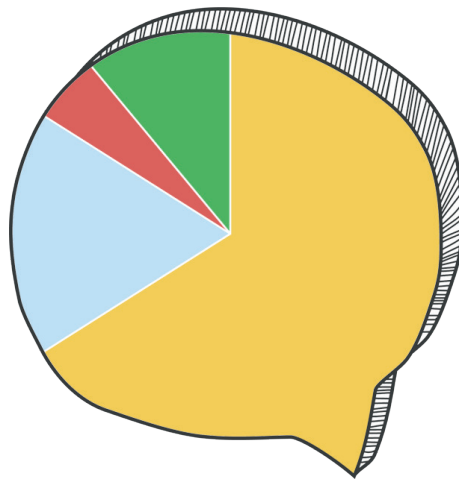
"Cross section of people, some academics, some social care, some health and some from the general population."

Dear Community Researcher,

How often do you see people using e-cigarettes?



76 people responded



Community Researchers most commonly described seeing people using e-cigarettes on the streets, as well as at bus stops and outside buildings such as bars, workplaces and hospitals. There were also a number of indoor spaces mentioned, including pubs, workplaces and shops. Some Community Researchers also told us how they have seen people use e-cigarettes in cars, or on buses and trains.

"Mainly in the street, but occasionally on public transport, in cafes or in shops."

"I see them being used in cars in the street."

Community Researchers suggested that one reason behind the use of e-cigarettes is to help people stop smoking traditional cigarettes. It was also noted that people may think of e-cigarettes as being healthier than traditional cigarettes, or as being a cheaper alternative to buying traditional cigarettes.

"I think they are used by people as they appear to be a healthier alternative to traditional cigarettes, and it's very difficult to suddenly quit smoking."

"To stop using real cigarettes - both for health and cost reasons."

There may also be social reasons why people choose to use e-cigarettes. For example a few Community Researchers commented on how e-cigarettes were seen as being "cool" and the new "in thing."

"Judging from the number of young people using them they must think it enhances their image and self-esteem."

Finally, we also asked Community Researchers about their views on restricting the use of e-cigarettes in indoor public spaces. Some thought that they should be restricted in the same way that traditional smoking is. Others were unsure about the health consequences of using e-cigarettes, and felt that restrictions were sensible until the long term effects of their use are better understood.

"I think they should be restricted now until it's fully understood whether it's dangerous or not to be around someone smoking them."

There were also concerns that allowing e-cigarettes to be used in public spaces would encourage others to use these products.

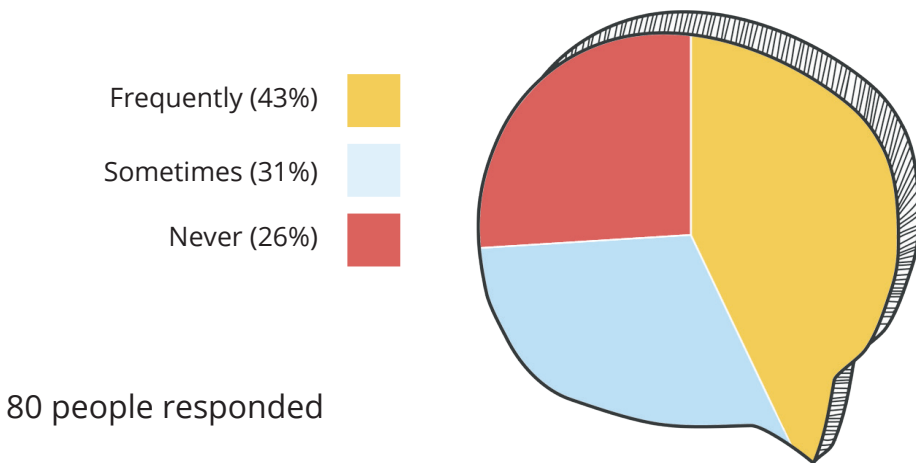
"I think that the normalising of e-cigarettes is damaging to the progress made when cigarettes were banned and it was rare to see people smoking."

Some Community Researchers did not have strong views on the matter, whilst others felt that the use of e-cigarettes should not be restricted in public spaces. For example, one Community Researcher described how they wouldn't mind allowing e-cigarettes to be used in indoor public spaces so long as there were no negative effects of doing so.

"More research needs to be done on the harmful effects. If it is safe I don't mind."

Dear Community Researcher,

How often have you been worried about money during the last few months?



The majority of Community Researchers told us they had either 'frequently' or 'sometimes' been worried about money in the last few months. The main reasons given for this were rising costs and lack of money:

"...not enough money to pay bills and for my son for his education, hobbies and haven't had a holiday in over 7 years through not having enough money."

"To have not enough money for rent, bills, bus ticket, food, council tax."

Some of you went on to explain particular circumstances that make it difficult for you, such as single parenthood, debt, being a student or saving for a mortgage:

"I got made redundant last month and now struggling to get a job that gives more hrs I work 16 hrs now and find it so difficult as I'm a single parent."

"To stop using real cigarettes - both for health and cost reasons."

One Community Researcher spoke about what 'constantly living on the breadline' means:

"Having to work 2 jobs, constantly tired. But my family keep me motivated."

Community Researchers described the effects of worrying about money on their emotional and mental health. These included stress, sleeplessness, depression, loss of appetite, and effects on relationships in the home:

"I feel stressed and anxious. I have difficulty shutting off from thinking about money and my wife and I constantly bicker about money."

There were also physical health effects for some in the form of skin conditions. For several Community Researchers, it affected their lives more widely:

"It affects every aspect of life and limits what I can do."

"Every day in every way. Never enough to do the things I want, barely enough to cover what I need."

"I'm constantly trying to budget and my lifestyle has changed this has affected my mood and motivation levels."

"Feeling of not being in control."

For Community Researchers who stated that they hadn't had money worries, this was largely due to having enough income and savings either from a good job or pension income.

However some of you told us about

past money worries brought about by redundancy, debt, struggling when the family was young, and ill-health.

When asked what difference a 50% decrease in your income would make, many of you said that you would still be able to manage but things would be a lot more difficult, especially quality of life:

"A huge difference! I could afford all my bills, but would have no money to actually live a life. I enjoy eating out, travelling, buying clothes etc - I wouldn't be able to do any of this."

"Different lifestyle fewer holidays."

On the other hand, for all those who had experienced money worries, you told us that an increase of 50% in your income would make a huge difference that would be life-changing or at least make life easier for you.

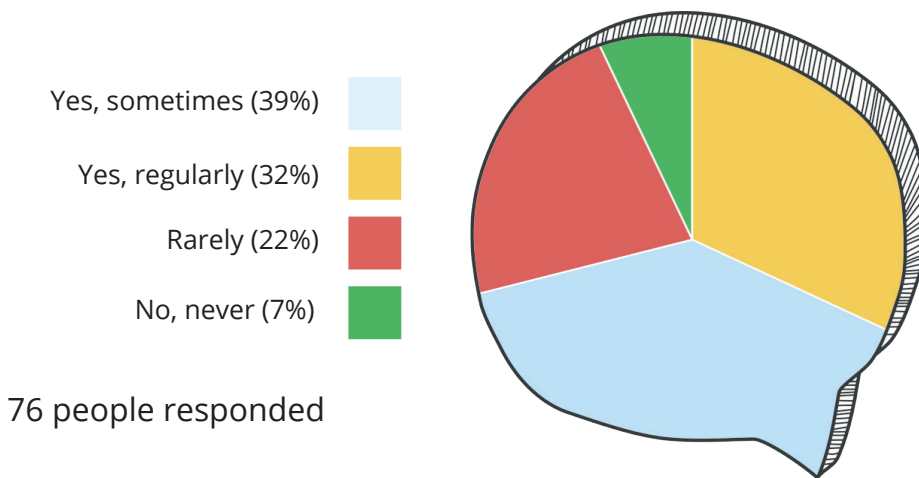
For some, it also meant tangible benefits such as "being better able to plan and budget", become debt-free and have some savings, and having to "struggle less to feed the kids".

For free, impartial advice and help to make sure you are getting the benefits you're entitled to, contact the Glasgow Advice and Information Network at 0808 801 1011 or using the following link:
<http://www.gain4u.org.uk/>

Summary of Findings

Dear Community Researcher,

Do you visit any of Glasgow's museums and art galleries?



A good day out

Almost three-quarters of Community Researchers said they 'sometimes' or 'regularly' visit Glasgow's museums and art galleries. The main reasons given were that it's enjoyable and entertaining and a good day out with family and friends:

"I enjoy it. I go with my daughter for a wee day out and it's free we go to the transport museum and also science centre which is reasonably priced also it's educating."

For many of you, an interest in art, history and culture and the educational benefits were the main motivations.

For those who said they 'rarely' or 'never' visit museums and art galleries, the main reasons given were a lack of interest, very little spare time, other priorities and getting older.

New exhibits and old favourites

Some Community Researchers were particularly prompted by special attractions and new collections:

"If I hear about a new collection or sometimes to see something I've visited before and enjoyed."

One Community Researcher described being transported back in time when visiting museums:

"I feel on entering these places it's like stepping back in time."

What could be better?

When asked for your suggestions on improving Glasgow's museums and art galleries, a large number of you thought that they are already of a very high standard.

"I think the galleries and museums in Glasgow are among the best in Britain."

Many of you told us you appreciate the affordability of these attractions:

"Because it's something pleasant and interesting to do that doesn't involve a great deal of expense."

"We are very fortunate in Glasgow to have free access to superb museums."

Some of your suggested improvements included more interactive displays, especially aimed at younger people; better advertising; free parking; better transport to them; seating for elderly people; and extended opening hours, especially later in the evenings.

Your museum or art gallery

You've given us lots of interesting

ideas for your choice of museum or art gallery. Although we can't include all of them here, we will make sure that your ideas are fed back to decision-makers.

Some of the favoured themes were "something that makes learning fun", a focus on Glasgow's history (social, ethnic, food), "inviting to all", "more cinema style screens explaining the stories", and music evenings.

"... full of light and glass...warm and welcoming and would encourage real people to get involved. It would offer real connection to the people of the city through activities."

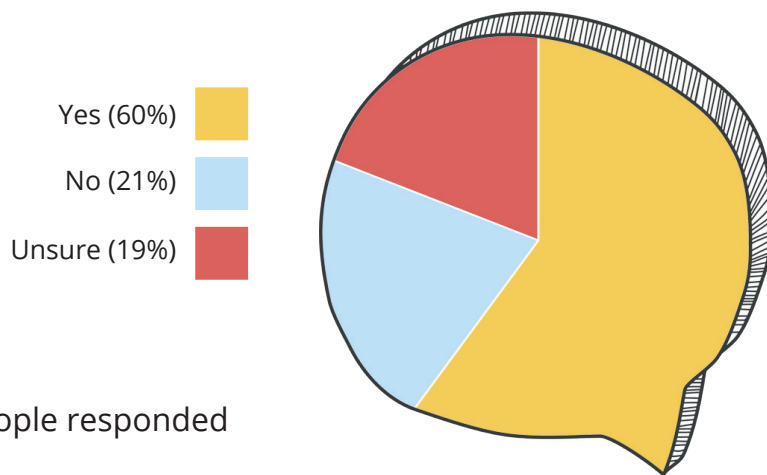
"It would be on the Southside..., it would accommodate international, national and local artists, it would create links within its local communities."

"...a museum with all the old gadgets from way back, radios clocks washing machines etc, and to have a wee shot of them instead of looking on the internet."

"It would be located on the south side of the river adjacent to the Tradeston Bridge ... packed with exhibitions that represent the history of Glasgow in one place rather than the current scattered arrangement.big shed clad in solar panels and advertising hoardings to generate ... revenue. It should have naming rights for further revenue and be called MOOG, Museum of our Glasgow."

Dear Community Researcher,

The refugee crisis has been in the news this week.
Should we welcome more refugees?



75 people responded

This week we were interested in Community Researchers' views on the ongoing refugee crisis.

The majority of respondents felt that Britain should welcome more refugees, and emphasised the conditions that people are fleeing from.

"The majority of these people are fleeing terrible regimes and war torn countries and deserve a better life."

Some Community Researchers also expressed a feeling of responsibility toward accepting more refugees. For example some responses

stressed a sense of common humanity or a moral obligation to help those in need, whilst others argued that British foreign policies may have contributed to the current crisis.

"We are one world and must share our resources. We have contributed quite significantly to the situation in terms of fuelling war and exploitation in these regions and must take responsibility for what we have done."

"We have space, they have need. Also our political involvement worldwide creates refugee situations."

Others disagreed and felt that we should not welcome more refugees. Some Community Researchers argued that Britain lacks the necessary funds to support additional refugees for example, whilst others felt that resources should be prioritised toward helping those currently living in the UK.

"We should be more concerned about our own country. Help our people who are in dire need!!!"

"I think we are struggling to support the people who live in this country at the moment. Cuts are being made daily to essential services so how on earth will we be able to take on board thousands of refugees."

Community Researchers also described how welcoming more refugees into Glasgow would put significant pressure on local resources, such as housing, education and health services. As such, some Community Researchers suggested that there would have to be a period of planning to ensure that there would be sufficient support for refugees coming to live in Glasgow.

"A small proportion would make little difference. We would, however, need to make sure a proper infrastructure and real support were in place."

"The effect would be financial, housing crisis, social services and their workers struggling to manage the impact of all of this."

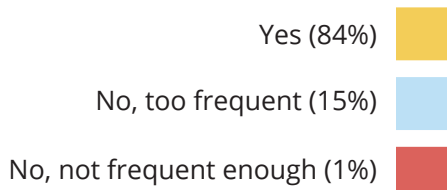
On the other hand, some Community Researchers felt that a greater number of refugees living in Glasgow could have social benefits, such as creating more diverse communities.

"In the long term, we know from experience that the city has benefited from immigration in the past making it a culturally diverse and eclectic as well as tolerant society that has added to the quality of life and our identity."

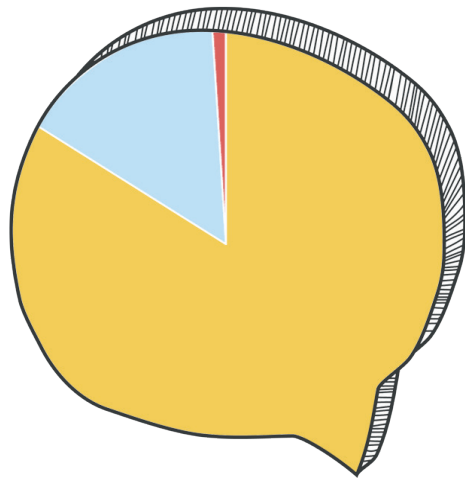
Finally, we also asked how the refugee crisis has made you feel. Many Community Researchers described feelings of distress and sadness for refugees, whilst others told us that they feel angry over the response to the crisis.

Dear Community Researcher,

We've been asking you questions every week.
Do weekly questions suit you?



76 people responded



This week, we were interested in gathering feedback from Community Researchers on what it's like to take part in Right Here Right Now.

The majority of respondents felt that one question a week is reasonable, as a weekly question can be answered relatively quickly and conveniently. Some Community Researchers also described how much they enjoy answering the questions each week.

"I enjoy doing this. It makes you think about different issues and doesn't take long to do."

On the other hand, some Community Researchers struggle to find the time to reply to each week's question.

"I often miss the questions and by the time I go to answer questions, the next week's question arrives"

We also asked Community Researchers what they like about Right Here Right Now. Many of you told us that you enjoy having an opportunity to share your opinions, and that the questions we've been asking have been varied, thought provoking and relevant to current events.

"It is nice to feedback on issues. Some issues don't hold a great deal of interest for me, but it is nice to think about things that I wouldn't normally give a lot of thought to."

"I think it has given me things to think about and I feel that ... the public's feelings should be heard."

Others enjoy reading the summaries of each week's responses, and learning about others' views on topics.

"I think it's really interesting and love seeing the reports from the previous week."

"Interesting to voice opinion and to hear what others have to say on current topics."

Finally, we also asked how we could improve Right Here Right Now for Community Researchers. Some of the suggestions that we received include focusing more on local issues, and providing Community Researchers with more feedback on how the responses to questions are used.

"I feel that the project should focus more on local issues. The questions asked have felt quite broad sometimes."

"...perhaps a bit more info on how this research is being used."

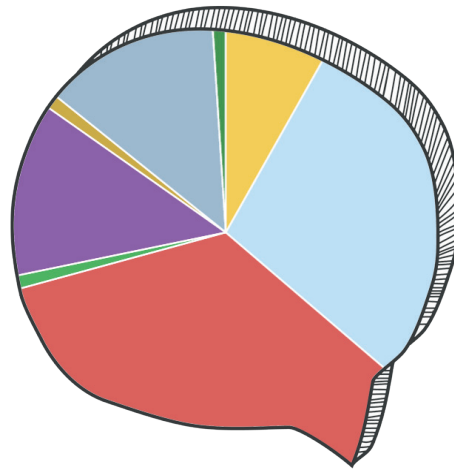
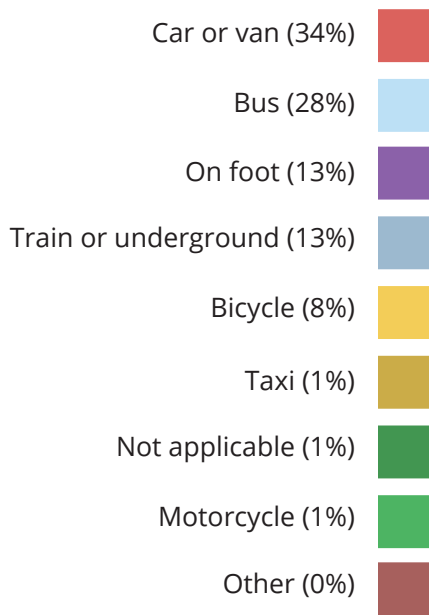
Other Community Researchers on the other hand told us that they were satisfied with how the project currently works.

"I have never taken part in anything like this before so I'm not sure how you could improve it. For me it is fine as it is."

Summary of Findings

Dear Community Researcher,

In the last week, what has been your main way of getting around Glasgow?



77 people responded

This week, we were interested in how people travel around Glasgow.

Affordability was an important reason behind many Community Researchers' use of transport. Some described using a bicycle as a cheap way to get around the city for example, whilst others make the most of bus passes.

"I cycle to work as it is cheap and keeps me fit."

"Plenty of bus routes nearby for me to use and I have a concession ticket which makes travel cheap and easy."

Others described their preferred

method of getting around the city as being quick and reliable. Some Community Researchers also told us that they don't have many options in how they travel.

"I have to rely on public transport and the bus is the only transport that goes to my destination."

We also asked for suggestions on how travelling in Glasgow could be improved. Many of the suggestions involved improving public transport, such as creating more extensive bus and subway routes throughout the city and providing services that run later into the night.

"If the underground was extended to various parts of the city, journey time would be quicker and reduce traffic pollution in the city centre."

Other suggestions included providing cheaper public transport, increasing the number of cycle paths in Glasgow and pedestrianising more areas of the city centre.

"More proper dedicated cycle paths, separate from both the road and the pavement."

"Glasgow should pedestrianise more areas to discourage car use and promote sustainable ways of getting about the city."

Finally, Community Researchers also shared some recent experiences of travelling around Glasgow. Several of those who mostly travel by bicycle described negative experiences and highlighted a number of issues that can make cycling difficult in the city difficult.

"It is a pleasure to cycle through the parks and green spaces of Glasgow... However, other road users and poor road design and planning can make cycling difficult and dangerous on the road. I regularly have to stop suddenly due to buses and cars

(particularly taxis) swerving in, often without indicating, and avoid potholes, doors opening from parked cars and pedestrians stepping out in front of me and/or being verbally abusive."

We also received a number of responses that described positive experiences however, from people who travel via a range of methods.

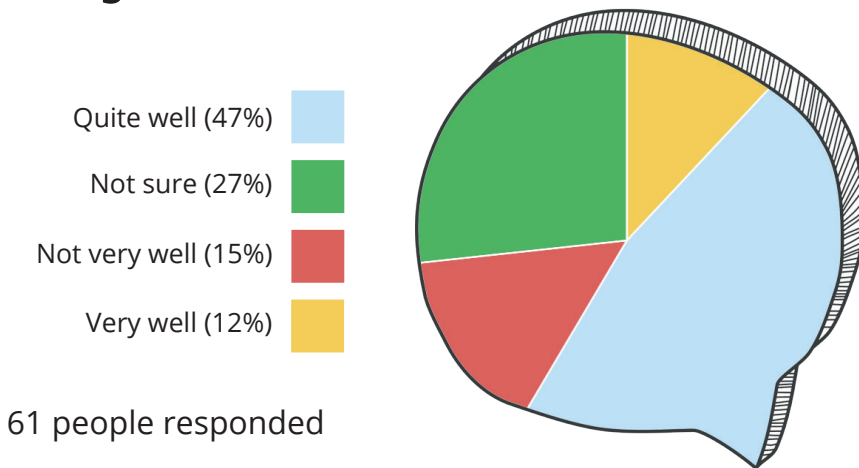
"I use the parks to get across the south side on foot. It's been such a pleasure this week to see the changing colours of the trees."

"I was on the bus and there were a few tourists on the bus and the bus driver was very helpful. He told them where they needed to get off and made sure they knew where they were going."

Summary of Findings

Dear Community Researcher,

UNICEF says children should feel safe, nurtured, prioritised and treated with dignity. How well does this describe life for children in Glasgow?



This week, we asked your views on how well Glasgow prioritises, nurtures and safeguards children.

The majority of Community Researchers thought that Glasgow performs 'quite well' and gave examples of the availability of free education and healthcare, open spaces and activities, and good support systems compared to other cities in other countries.

Many of you were aware, however, that not all children enjoy the same level of care:

"I see many children in Glasgow whose

basic needs are not met. We tolerate poverty, poor housing, drug and alcohol use and levels of domestic abuse which impact massively on children."

Indeed, a number of Community Researchers highlighted widespread poverty as an area of concern:

"Too much poverty, social discrimination and deprivation in Glasgow - should not be happening."

Some suggestions for action were to provide more support for disadvantaged families, including help with housing, implementing

the living wage, and reversal of austerity measures:

"More support for families who struggle with financial poverty and poverty of hope - one-parent families are probably most in need."

"No cuts to social services."

"A concerted effort to shift resources to areas of high deprivation."

Other suggestions for action centred around the provision of educational, sports and play facilities:

"Better education and more time for physical exercise and development."

"More access to car-free spaces, especially in the city, more free activities."

Some Community Researchers felt that poor parenting, drug and alcohol addictions, and lack of emotional support were the main reasons behind some children not being nurtured, prioritised and safeguarded:

"I see children who are not treated very well by parents. Smoking around them, feeding them the worst type of food etc."

"Children are not given enough emotional support. Nurseries are staffed by largely untrained staff who do not understand the needs of children, especially since the

withdrawal of trained teachers from nurseries."

Finally, we asked you how you would compare your childhood experiences with those of children growing up in Glasgow today. The majority of you described happy childhoods, where you spent more time playing outdoors than today's children do:

"We were fed and clothed and allowed a lot more freedom than children nowadays have. A more innocent time."

Some of you thought that children nowadays are pressurised by technology and influenced by television advertisements and social media:

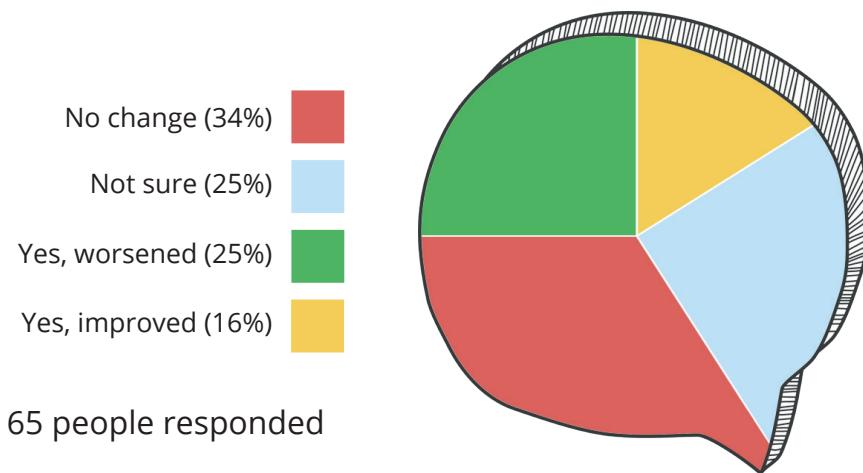
"My childhood was safe everyone looked out for each other's children, nowadays most children are isolated with a computer, they're not street smart."

On the other hand, a few Community Researchers compared their own childhood less favourably and described a lack of respect towards children, poverty and violence:

"Glasgow was a violent, poor and polluted environment when I was a child that affected your health and whole psychological outlook. There are hugely better levels of social tolerance and integration today compared to the past."

Dear Community Researcher,

In the last year, have public services that you rely on changed (e.g. health, transport, education, social care)?



This week we were interested in learning about Community Researchers' experiences of using public services.

Several Community Researchers have noticed a decline in the public services that they rely on over the past year, such as declines in public transport, increased waiting times to access health services or a lack of resources in schools.

"To see our doctor you have at least a week to get an appointment... Hospital appointments are also very difficult to get."

"Reduction in staffing levels in education."

These changes have had a number of effects. One Community Researcher for example reported that fewer bus routes and evening services have left them feeling socially isolated, whilst another described having to book an appointment with a private physiotherapist due to long waiting times.

"I was in pain and had to pay to see a physio privately. I felt frustrated."

On the other hand, others

described improvements in both health services and public transport, such as a greater number of buses that cover a wider area of the city.

"I think the bus service in the Glasgow area had improved. They are more frequent and cover a larger area than they did before."

"I have been in Hospital 2 or 3 times in the last three years, and from my own doctor's surgery through to the hospital, the standard has been excellent."

As a result, these Community Researchers reported feeling less stress, and having more confidence in these services.

Some Community Researchers noted that either there hasn't been any recent change to the services that they rely on, or that they were unsure whether there has been any change. These groups did tell us about changes that they would like to see in public services however, such as greater numbers of health service staff and reduced waiting times.

"Would like to see shorter waiting times at hospital appointments and a greater number of staff at these facilities."

Finally, we also asked all Community

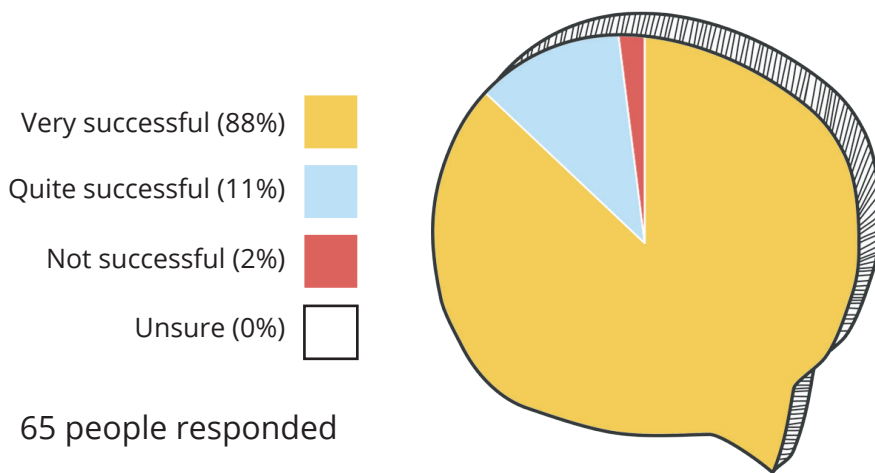
Researchers which public service budget they would increase if they had the power to do so. Health, transport and education services were especially popular choices, and some Community Researchers also suggested that they would choose to invest in social care services.

"Education, because it is fundamental to improving people's life chances and future prospects."

"I would choose social care, particularly for the elderly. Many old people don't understand the system and as a result miss out on help that could be available."

Dear Community Researcher,

It is nearly ten years since the smoking ban in indoor public places in Scotland. How successful do you think it has been?



This week we were interested in Community Researchers' views of the smoking ban.

The majority of community researchers considered the smoking ban to be successful for a number of reasons. Many of the responses described how the ban has led to a reduction in smoking, and in some cases has helped Community Researchers' families and themselves to stop smoking entirely.

"Several friends and family members have struggled to stop smoking, and

prohibiting smoking publicly has helped them do so."

Some also made a connection between smoking less and improvements in health.

"Nobody smokes in my family but I think we all know that smoking ban indoors has a really big impact on other people's health, especially kids."

"The impact has been to improve our overall health and put more money in our pockets as a direct result of stopping smoking!"

With fewer people smoking indoors, Community Researchers also reported how public spaces such as bars and restaurants have become cleaner and more appealing. In particular, Community Researchers told us that they enjoy going out more now that they are no longer exposed to second hand smoke, or the smell of cigarettes.

"Personally I can enjoy a meal and time out in public without having to endure smoke filled venues and go home smelling of smoke."

"When you go out to a restaurant or pub there is no stale cigarette smell. The air is clear and it smells healthier and cleaner."

Finally, we also asked Community Researchers whether there was anywhere else that smoking should be banned. Some felt that the existing legislation is sufficient, and that there were no other areas where the ban should be extended to. A few responses also highlighted concerns that extending the smoking ban may infringe in individuals' choice to smoke, or cause smokers to feel socially excluded.

"I think the way it is now is fine, at the end of the day a smoker can go outside, I think it is still someone's choice to smoke and we are in danger

of making social pariahs out of people who choose to which I think is unfair."

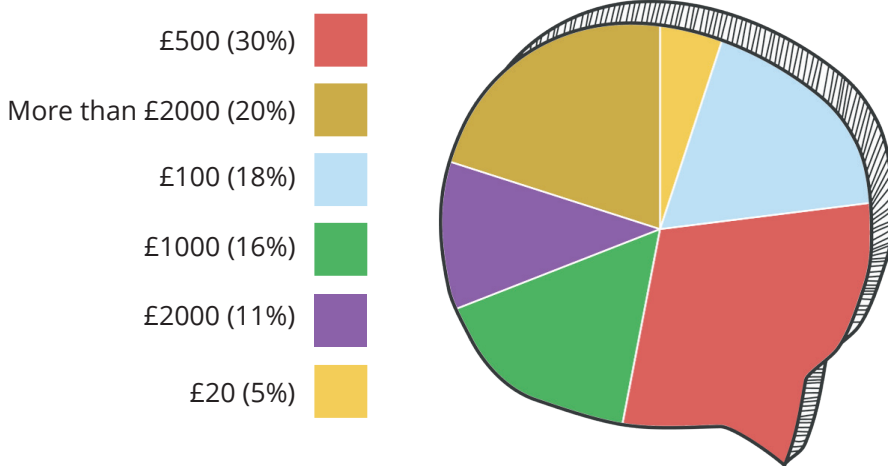
Others suggested that the smoking ban should be extended to cars - particularly those carrying children - and schools. A number of outdoor spaces were also mentioned, such as bus stops, the entrances of buildings and outdoor eating areas.

"At the entrances to venues and public buildings. Bus stops also."

"They should not be able to smoke where food is being served/ eaten at all."

Dear Community Researcher,

If you had an unexpected bill or cost, what is the lowest amount that would be DIFFICULT to pay?



61 people responded

This week, we were interested in learning more about how people manage unexpected and difficult bills and costs.

Several Community Researchers described how they would ask family or friends for help to cover an unexpected expense that they would find difficult to pay. Some also suggested that they would borrow money from a bank - in the form of a loan, overdraft or through a credit card - whilst others would try to cut back on other expenses to cover the cost.

"If it was to replace a household item

I would have to get it on credit or through a catalogue."

"Cut expenses, no meals out and try and cut down on travel to save money from fuel. I could also raid the holiday fund."

Additionally, some Community Researchers referred to personal savings that they would be able to access in order to meet difficult, unexpected expenses.

Many Community Researchers also told us how they would have to cut back on their spending in order to meet such an expense. The effect

of this ranged from having less money to pay for food to being unable to afford future holidays.

"I would have to be tighter with what I had to live on."

"It would have a great impact as the money I save is for things I want to do like holidays."

Some Community Researchers further reported how the resulting financial strain would be a source of worry and anxiety, particularly with regard to their ability to meet future unexpected expenses.

"Taking money from my savings makes me feel anxious about being able to pay for things in the future. I'm retired and on a fixed income, so I'm no longer able to save."

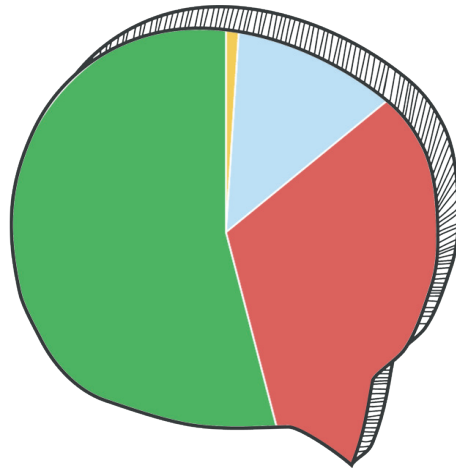
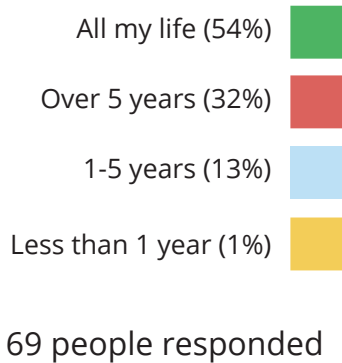
Finally, we also asked you whether there have been any changes over the past few years in how you access money to pay any unexpected bills or costs. Most of you told us that there haven't been any such changes, but one Community Researcher described how they have used pawnbrokers, whilst another reported joining a credit union. Some of you also told us about how you have used credit cards.

"Using credit cards for things which end up costing more because of the interest."

In addition, one Community Researcher also described how retirement has affected their ability to meet unexpected costs.

"Retirement has changed everything. I live from month to month on my pension, but it is insufficient to pay for unexpected expenses."

Dear Community Researcher,
How long have you lived in Glasgow?



This week we were interested in Community Researchers' views on what it is like to live in Glasgow.

Glasgow is home for many Community Researchers, some of whom have lived in the city all of their lives.

"I was born in Glasgow so it's very special place. It's where I call home."

"I came to study in Glasgow 11 years ago and have been here since."

Even though my family are far away Glasgow has become home to me and I'm very proud of this city."

Many Community Researchers also told us how the people are one of their favourite aspects of Glasgow, and that their friends and family live in the city. For others, it is the range of opportunities for work and leisure that makes Glasgow an exciting and interesting place.

"It's a great city. I enjoy the people, access to green spaces, museums and the diversity. I think it's a great city to bring up children."

"The friendly nature of the Glasgow people, the art galleries & museums, the number of parks in the city and"

*the recent additions of top class
cafes & restaurants."*

On the other hand however, a few Community Researchers described how Glasgow doesn't hold any special meaning for them.

*"Not a lot. I moved for work. Despite
living in Glasgow for 5 and a bit years
I don't feel a big connection to the
place."*

Community Researchers also told us about what they'd like to change about Glasgow. Some of the most common suggestions included better weather, and making the city tidier with less litter in the streets. Some Community Researchers also described how public transport could be improved, and in particular, how the subway could to be extended so as to cover more of the city.

*"The weather! It could be tidier too.
Too much rubbish on the streets."*

*"I would change the underground to
reach more communities."*

Moreover, many of you also told us how you would like to see less poverty in Glasgow.

*"I'd like there to be less poverty and
associated social issues."*

Finally, we also asked which items

Community Researchers would put in a time capsule to sum up what life is like in Glasgow today. Some of the suggestions that we received included newspapers, a can of Irn-Bru and Clyde, the Commonwealth Games mascot. Other suggestions included photographs of Glasgow, a Commonwealth Games ticket and a Glasgow Warriors rugby shirt.

*"Picture of the Duke of Wellington
with a cone on his head - illustrating
Glasgow's humour."*

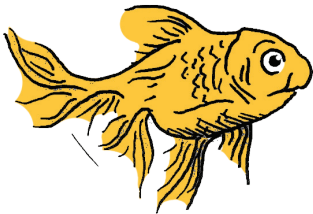
*"A newspaper, pictures of Glasgow
and it's people and a DVD of a typical
family living, growing and working
in Glasgow. Hopefully these items
would allow whoever found it to piece
together Glasgow at that time."*

Section 3. What Next?

An evaluation of the pilot study is currently being carried out to establish if the project's initial aims were achieved, what worked (or not) about our approach and what the options for doing this on a larger scale could be.

During the pilot, we asked Community Researchers about their experiences of the **Right Here Right Now** process and what questions they thought would be useful to ask in the future. We're also carrying out some interviews to get feedback on other aspects of being part of the **Right Here Right Now** study.

By the end of the evaluation period, we plan to produce a number of briefing papers and a final report which we will share with partners, our Community Researchers and the wider public.



We hope that Right Here Right Now has been a positive experience for you and would like to thank you for your interest in, and support for, this study.

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Disclaimer: Please note that **Right Here Right Now** is a pilot study. Data are derived from a small number of individuals living in Glasgow, and are not representative of the views or attitudes of all Glasgow residents.



